



## VACANCY ADVERT

Applications are invited from suitably qualified, experienced, and results-oriented individuals to fill the following executive position that has arisen within the Insurance and Pensions Commission.

### SHARED SERVICES DEPARTMENT

#### Director – Shared Services

#### About IPEC

The Insurance and Pensions Commission (IPEC) is the statutory authority mandated to regulate and supervise the insurance and pensions industries in Zimbabwe. The Commission is committed to promoting financial stability, protecting policyholders and pension fund members and beneficiaries, and ensuring a sound, resilient, competitive and inclusive financial services sector.

#### Role Purpose

The Director – Shared Services is a senior executive leadership role responsible for overseeing and directing all auxiliary and administrative functions that support the Commission's regulatory mandate. The role provides strategic leadership across Finance, Human Resources, Information and Communication Technology (ICT), Research and Innovation, Procurement, and Administration to ensure operational excellence, regulatory compliance, and institutional sustainability. The incumbent will ensure that shared services are effectively aligned with the Commission's strategic objectives, enabling efficient service delivery, sound financial management, robust governance, and continuous organisational improvement.

#### Key Responsibilities

- **Strategic Leadership & Governance:** Oversee the implementation of shared services strategies aligned to organisational objectives, strengthen governance, risk management, and compliance frameworks and provide strategic advice to the Commissioner on operational performance and risk.
- **Operations, Procurement & Administration:** Ensure effective procurement, contract management, and administrative services and oversee facilities, logistics, and operational support functions for ongoing operational excellence.
- **Human Capital Management:** Provide leadership in talent management, performance management, and organisational development. Promote a high-performance, ethical, and inclusive organisational culture.
- **ICT & Digital Transformation:** Drive ICT strategy, systems oversight, and digital transformation initiatives and ensure cybersecurity resilience, reliability and data integrity in the technology environment.
- **Financial Management:** Oversee budgeting, financial planning, reporting, and audit processes. Monitor financial performance of the commission and achievement of targets and ensure sound financial controls and efficient resource utilisation.
- **Research & Innovation:** Oversee research and innovation initiatives to support evidence-based decision-making of the commission. Promote a culture of knowledge acquisition and transfer as a lead regulator.
- **Stakeholder Engagement:** Foster effective communication and collaboration with internal departments, regulatory counterparts, and external service providers and represent the Commission on shared services matters.

#### Required Competences and Capabilities

- **Strategic Leadership:** Demonstrated ability to set direction, inspire teams, and translate organisational strategy into operational excellence across multiple service functions.
- **Regulatory Acumen:** Deep understanding of compliance requirements, employment legislation, financial regulations, and governance frameworks applicable to a public regulatory body.
- **Financial Management:** Proficiency in budget planning, cost management, and financial reporting within a regulated institutional environment.
- **ICT & Digital Literacy:** Sound knowledge of enterprise technology systems, IT governance, and cybersecurity best practices.
- **Communication & Influence:** Exceptional written and verbal communication skills, with the ability to engage credibly at Board, Executive, and regulatory levels.
- **Integrity & Ethical Standards:** Unimpeachable professional integrity, with a track record of transparent, accountable leadership in a high-governance environment.
- **Analytical & Problem-Solving:** Strong capacity to assess complex operational challenges and design practical, evidence-based solutions.
- **People Management:** Proven capability in building, developing, and retaining high-performing, multidisciplinary teams.
- **Operational Excellence:** Driving efficiency, cost optimization, and service delivery standards.
- **Change & Transformation Management:** Especially digitization and process re-engineering

#### Behavioural Competencies

- **Include, but not limited to:** • Honesty and integrity • Professionalism • Flexibility & Option Thinking • Planning and Organising • Prudent Resource Management • Information Seeking & Knowledge Transfer • Strong Communication and Influence Skills.

#### Qualifications and Experience

- **Bachelor's Degree** in Business Administration, Human Resources, Commerce, Finance/Accounting, Economics or a closely related field from a recognised institution.
- **Post Graduate Qualification** in a relevant discipline.
- Professional certification/s in HR, ICT, Project Management, Risk & Governance or Finance (e.g., SHRM-CP, CPD, PMP, ITL, IRM or CPA)
- A minimum of **7 years of progressive leadership experience/oversight** across multiple shared services functions.
- At least **5 years of experience at a senior managerial level** within the insurance, pensions, financial services or regulatory sector.
- Demonstrable experience working with Board Committees, Audit structures, and Executive governance processes.

#### How to Apply

Interested persons should submit their written applications together with a detailed Curriculum Vitae and certified copies of their national identity document, academic, and professional qualifications by not later than: **15 May 2026**

#### Applications should be addressed to:

The Commissioner  
Insurance and Pensions Commission  
90 Speke Avenue, Harare | 160 Rhodesville Avenue, Greendale, Harare  
**Email: [vacancies@ipec.co.zw](mailto:vacancies@ipec.co.zw)**  
Website: [www.ipec.co.zw](http://www.ipec.co.zw)

Only shortlisted candidates will be contacted. IPEC is an equal opportunity employer.

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